

**MEMBER AND BENEFIT SERVICES BRANCH
PERFORMANCE MEASURES SUMMARY
3rd Quarter 2007-08**

STRATEGIC GOALS

II. Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.

III. Sustain a high performance culture utilizing staff development, technology and Internal Capacity Innovative leadership and management strategies.

	Measure	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
B-1	Percent of telephone inquiries closed at initial point of contact.	●	●	●	●	

STRATEGIC GOAL

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

	Measures	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
B-2	Answer before caller abandons call, due to wait time.	●	●	●	●	
B-3	The length of time the callers wait for an agent after leaving the IVR system and entering the queue.	●	●	●	●	
B-4	Receive overall customer satisfaction rating for the Interactive Voice Response (IVR) system.	●	●	●	●	
B-5	Establish customer satisfaction rating.	●	●	●	●	

STRATEGIC GOAL

VI. Administer pension benefit services in a customer oriented and cost effective manner.

	Measures	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
B-6	Percent of service credit cost requests completed, compared to the number received.	●	●	●	●	
B-7	Percent of service credit cost requests completed within 90 days of receipt.	●	●	●	●	
B-8	Percent of service credit elections completed, compared to the number received.	●	●	●	●	
B-9	Percent of service credit elections processed within 30 days of receipt.	●	●	●	●	
B-10	Percent of workable estimates completed within 5 days of receipt.	●	●	●	●	
B-11	Percent of workable estimates completed within 30 days of receipt.	●	●	●	●	

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V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

VI. Administer pension benefit services in a customer oriented and cost effective manner.

	Measures	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
B-12	<i>Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.</i>	●	●	●	●	
B-13	<i>Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.</i>	●	●	●	●	
B-14	<i>Percent of pre-retirement death benefit claims paid within 45 days of receipt of last required documents.</i>	●	●	●	●	
B-15	<i>Percent of post-retirement death benefit claims paid within 45 days of receipt of last required documents.</i>	●	●	●	●	
B-16	<i>Percent of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.</i>	●	●	●	●	
B-17	<i>Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of application.</i>	●	●	●	●	
B-18	<i>Percent of first disability payment made within 30 days of effective date or approval.</i>	●	●	●	●	